

**FY03 Army Civilian Attitude Survey
Fort Jackson Hospital
Results for Civilian Supervisors**

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About This Report

About This Supervisor Report

Survey Background – One of the main goals of Army is to be judged the employer of choice by its civilian employees. For over 25 years, Army has periodically surveyed the morale of its workforce. In 2003 Army implemented a web-based version of the Army Civilian Attitude Survey. Over 33,000 employees and close to 7,000 supervisors "logged on" and completed the survey. The Internet survey method allowed Army to conduct a census of its entire US-citizen, appropriated and non-appropriated fund, civilian workforce. What follows are the results from this survey.

Supervisor Survey Content – The Army Civilian Attitude Survey for Supervisors is composed of a series of core and supplemental items.

Composites – The survey includes a number of scaled items that were grouped in 17 composites. Each composite is made up of multiple items. In the table below are the composite labels, the items (in parentheses) and a brief composite description.

Composite Label	Composite Description
Satisfaction with "Civilian Personnel" Service (q2-q23)	Supervisors' overall satisfaction with the level of service received from personnel.
Satisfaction with Job (q24-q28)	Supervisors' satisfaction with their current job.
Satisfaction with Career (q29-q31)	Extent to which supervisors recommend their career to others.
Satisfaction with Immediate Supervisor (q32-q39)	Supervisors' relationship with their immediate manager (interaction, competence, support for employee, etc.).
Satisfaction with Management (q40-q44)	Supervisors' satisfaction with upper-level management (supervisor's supervisor and above).
Satisfaction with Job Placement/Promotion System (q45-q49)	Perceptions of promotion processes (e.g., fairness) and outcomes (e.g., quality of candidates).
Satisfaction with Amount of Authority (q50-q61)	Supervisors' perceptions of their authority to carry out a variety of responsibilities (e.g., writing or changing job descriptions, assigning work).
Satisfaction with Training and Development (q62-q64)	Satisfaction with the amount of training supervisors have received and ability to get training for their employees.
Satisfaction with Awards and Recognition (q65-q68)	Extent to which supervisors feel they are personally recognized and that others are fairly awarded.
Satisfaction with Fairness (q69-q74)	Supervisors' perceptions that others are treated fairly, regardless of gender or race, and that they can report instances of discrimination without fear of retribution.
Satisfaction with Physical Conditions (q75-q77)	Satisfaction with safety and physical working conditions.
Civilian Workplace Morale (q24-q49)	Composite of satisfaction with job, career, immediate supervisor, upper-level management, and job placement/promotion.
Your Organization (q78-q91)	Supervisors' assessment of the work environment (e.g., good working relationships, support, communication, empowerment, productivity, resources, etc.).

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Composite Label	Composite Description
Performance Culture (q92-94)	Extent to which supervisors feel that the culture supports high performance.
Strategic Planning (q95-q97)	Supervisors' perceptions of communication and effectiveness of planning in their organization.
Customer Satisfaction (q98-q100)	Supervisors' assessment of customer interactions and their satisfaction with products and services of work group.
Diversity (q101-q102)	Extent to which all civilian employees are valued and work together, regardless of differences (e.g., gender, race, religion).

Supplemental Items – In addition to the core items and their composites, the civilian attitude survey included a series of *supplemental* items that dealt with specific issues:

- Harassment (q103-q105)
- Army Knowledge Online (AKO) (q106-q108)
- Army Civilian Personnel OnLine (CPOL) Applications (q109-q114)
- Family Friendly Flexibilities (q115-q121)
- Career/Retirement Plans (q122-q126)
- Feedback on Survey Results (q127-q128)

However, because these supplemental items included both nominal (e.g., yes/no) and scaled (5=Strongly Agree, 4=Agree....) response options, composite scores were not computed.

Results for all items (core and supplemental) can be seen in the item detail section of the report – immediately following the composite summary pages.

Response Rates - Participants were asked to complete their surveys and return them electronically to Army, which then forwarded the data to an independent research and consulting firm for processing. Of the approximately 213,547 Army civilian appropriated fund employees and supervisors who were invited to complete the attitude survey, 39,950 returned surveys for a 19% response rate. The response rate for Total Army allows results to be generalized at a 95% confidence level to ± 0.4 percentage points. This means that if 60% of the survey respondents are satisfied with a particular item, we can be very confident (95% sure) that between 59.6% and 60.4% of the civilian employee population hold the same view.

For Army civilian appropriated fund supervisors, the results are similar. Of the 26,469 supervisors who were invited to complete the survey, 6,916 responded for a response rate of 26%. This yields a margin for supervisors of ± 1.0 percentage points. This means that the data presented in this report are generalizable to the population of Army civilian supervisors.

In the table on the next page, this same information is presented by MACOM, Region, Race, Pay Plan, Gender and NAF.

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MACOM (AF)*		Population**	Responses	Response Rate	Margin +/-
Total Army***		26,469	6,916	26.13%	1.0
AMC		5,169	915	17.70%	2.9
FORSCOM		1,937	518	26.74%	3.7
MEDCOM		2,616	673	25.73%	3.3
TRADOC		2,595	815	31.41%	2.8
USACE		4,290	1,451	33.82%	2.1
USAREUR		1,464	504	34.43%	3.5
OTHER		8,398	2,040	24.29%	1.9
Region (AF)*		Population**	Responses	Response Rate	Margin +/-
Europe		2,054	710	34.57%	3.0
Korea		520	184	35.38%	5.8
North Central		4,431	1,009	22.77%	2.7
Northeast		5,461	1,199	21.96%	2.5
Pacific		1,005	247	24.58%	5.4
South Central		4,692	1,212	25.83%	2.4
Southwest		4,363	1,450	33.23%	2.1
West		3,847	899	23.37%	2.9
		Population**	Responses	Response Rate	Margin +/-
Race (AF)*	Non-Minority	20,279	5,751	28.36%	1.1
	Minority	5,886	1,111	18.88%	2.6
Pay Plan (AF)*	GS	22,503	6,426	28.56%	1.0
	WG	3,955	489	12.36%	4.1
Gender (AF)*	Female	6,838	1,944	28.43%	1.9
	Male	19,631	4,972	25.33%	1.2
NAF		2,319	486	20.95%	4.0

*AF: response rates for MACOM, Region, Race, Pay Plan and Gender refer to Appropriated Fund (AF) employees only. Non-Appropriated Fund (NAF) response is represented in the last row.

**Population figures as of August, 2003. These population figures do not account for supervisor losses to Army during the survey administration period and therefore should be considered conservative.

***Populations and responses in each table may not necessarily sum to the Total Army population and Total Army responses because of missing and skipped items.

Installation response rates and margins of error can also be obtained from the Army Point of Contact, Mr. Murray Mack at (703) 325-8684 (DSN 225-8684) or email murray.mack@asamra.hoffman.army.mil.

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Item Scoring – To accurately interpret data, it is necessary to understand how items are scored. The multiple-choice (scaled) items asked employees to respond on a scale of 1-5 with 5 being most favorable (Strongly Agree; Very Good) and 1 being least favorable (Strongly Disagree; Very Poor). For these types of items, the five response categories were collapsed into three, as shown below. The percentage of responses in each category (Favorable, Neutral, Unfavorable) are then presented in 3-part bars.

Favorable		Neutral	Unfavorable	
5	4	3	2	1
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Very Good	Good	Neither Good Nor Poor	Poor	Very Poor

Organization of the Report – Results for each group and sub-group in this report are compared to Army Overall.

Results are presented in the following sections:

- Results Summary:** This section contains overall summary information which includes:
 - ✓ Ten most favorable/ten most unfavorable items: This section displays in rank-order the ten most favorable items and ten most unfavorable items for Total Army and for each subgroup comparison.
 - ✓ Composite summaries: A quick overview of the Composite results for Total Army and for each subgroup comparison. Composites are presented in the same order as they appeared in the survey. Three-part bar graphs display average percentages of favorable, neutral, and unfavorable responses to the composites. The last column indicates the number of individuals in each group [Total Army and for each subgroup comparison] who responded to the items in the composite.
 - ✓ Historical comparisons to the 2001 survey composites are displayed where possible in the column labeled “Pct Fav Diff from 2001”. If there is not a match between a 2003 and 2001 composite, this column displays a dash (--).

- Item Detail:** This section provides a detailed look at results for each question, including a composite summary at the beginning of each group of items.
 - ✓ For the scaled items (5=Strongly Agree, 4=Agree...), three-part bar graphs again display percentages of favorable, neutral, and unfavorable responses. In addition, the Category Percent column details the percentage of responses in each category, while the next columns display item means, standard deviations, and valid N's (the number of responses to each item).
 - ✓ For the nominal items (e.g., yes/no), the percentage of individuals selecting each response option is displayed by a one-part bar, with the actual number who selected each option listed in the last column.
 - ✓ Historical comparisons to the 2001 survey questions are displayed where possible in the column labeled “Pct Fav Diff from 2001”. If there is not a match between a 2003 and 2001 item, this column is not present or displays a dash (--).

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Interpreting the Results: Surveys are valuable when data are analyzed, results are communicated to employees, and information is acted upon in the spirit of continuous improvement. The purpose of this section is to provide some general guidelines on interpreting data. The guidelines below are consistent with well-established industry standards for employee opinion survey research.

Begin by getting an overview of the results by reviewing the 10 Most Favorable/10 Most Unfavorable Items. Then use the following steps to thoroughly interpret the survey results.

1. Using the information in the Results Summary section, classify the Composites using the following criteria:

Strengths: At least 60% favorable response AND less than 20% unfavorable response. These are the issues that are working well for the majority of respondents, and should be maintained and reinforced.

Opportunities for Improvement: 30% or higher unfavorable response OR at least 20% unfavorable and less than 50% favorable response. These are the issues where action is indicated, either because the negative perceptions are large (over one-third of the group) or are large enough to overbalance a relatively small positive group.

Mixed: Mixed Items are items for which additional examination/clarification is needed to determine the best actions to take. A classic Mixed Item is one that doesn't fall neatly into either the Strength or Opportunities for Improvement category, e.g., 57% favorable/ 20% neutral/ 23% unfavorable.

Undecided: If the neutral category is 30% or more, the issue is *undecided*, which may be the result of respondents' unfamiliarity with the issue, concerns about confidentiality, inconsistency, or perceptions of the issue as "average." In certain cases, *undecided* items may also be **Opportunities for Improvement**.

Divided: If the favorable and unfavorable percents are almost equal, or there is almost no neutral (e.g., 55% favorable/ 5% neutral /40% unfavorable), the issue is *divided*, which indicates that specific constituencies feel differently. This is less threatening in large groups, but in small groups may indicate that teamwork and morale are in danger. In many cases, *divided* items are also **Opportunities for Improvement**.

2. Review the items within each Composite and classify them using the same criteria you used to classify the Composites.

3. Look for themes within Composites. For each Composite, examine your classification of the items and determine whether all of the strengths or opportunities have anything in common.

4. Look for trends across Composites. Sometimes themes or patterns emerge that cross several survey Composites. Ask yourself:

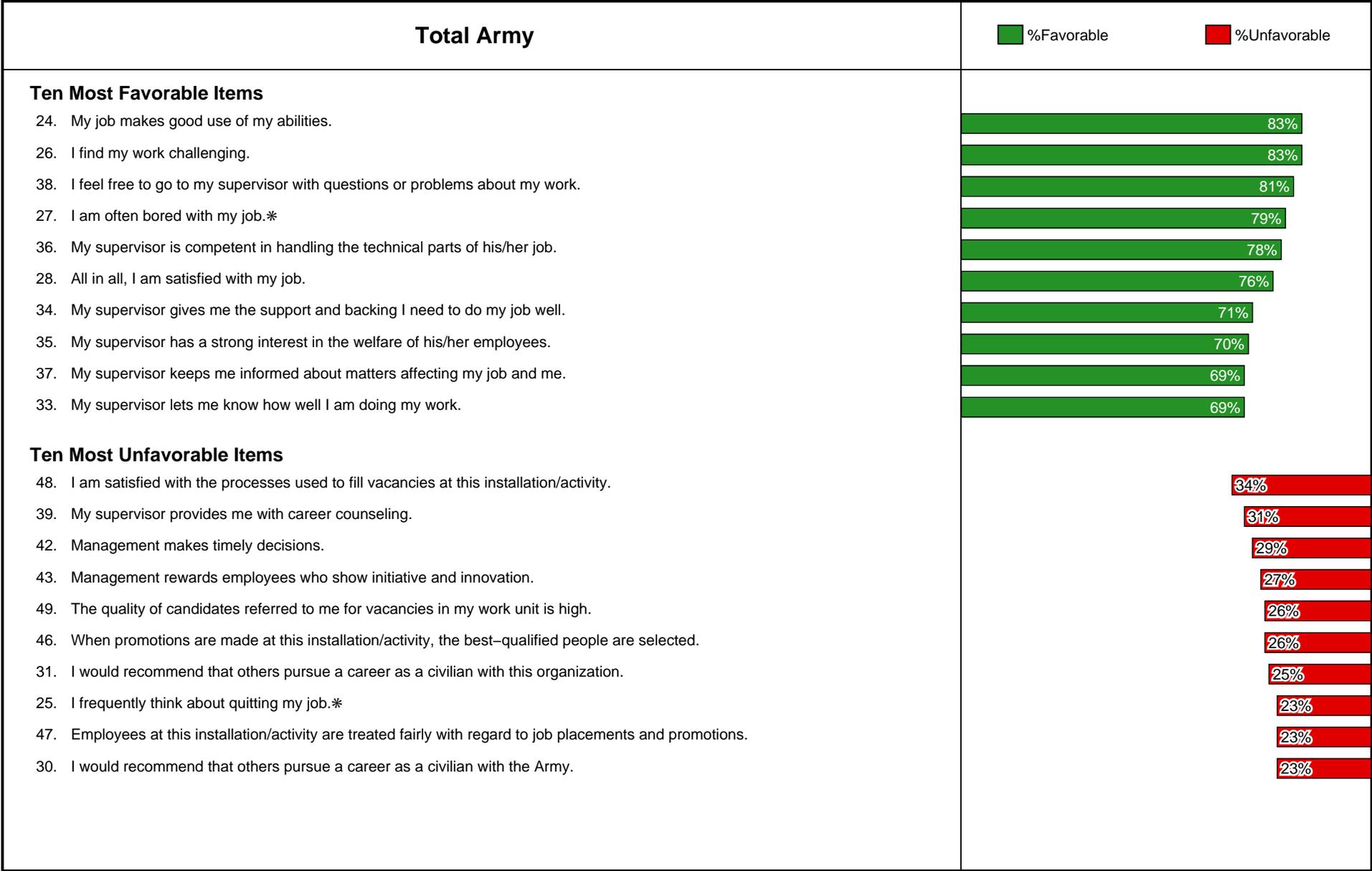
- ✓ Are certain things (for example, a frame of reference like "manager") consistently more favorable or unfavorable?
- ✓ Do you see any contradictory responses (for example, are immediate supervisors rated differently than management)?
- ✓ Are the most favorable (or unfavorable) items from a small number of Composites? If they are from a number of different Composites, is there a common underlying theme?

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5. **Review supplemental items.** Could scores on any of the scaled supplemental items relate to other survey items or themes that you've already identified? Although many of the supplemental items deal with specific issues (for example, Harassment, OnLine Applications), problems in these areas could impact other areas such as **Satisfaction with Job** or **Satisfaction with Management**.
6. **Dealing with perceptions.** Keep in mind that survey results reflect perceptions, which differ from one person to another. You must deal with the perception, whether or not you agree with or understand its source. Do not expect to understand what everything means. You should get clarification on issues with high neutral responses, contradictory responses, and divided responses by discussing those issues with your immediate group of employees. Many internal and external events, including organizational changes, policy changes, the local economy, and recent news events may have contributed to the results. You should not use these events to rationalize your results, but consider them as potential areas of discussion.
7. **Additional Support.** For more information regarding these results and how you may better utilize the information, please phone Mr. Murray Mack at (703) 325-8684 (DSN 225-8684) or email murray.mack@asamra.hoffman.army.mil.

Ten Most Favorable/Unfavorable Items

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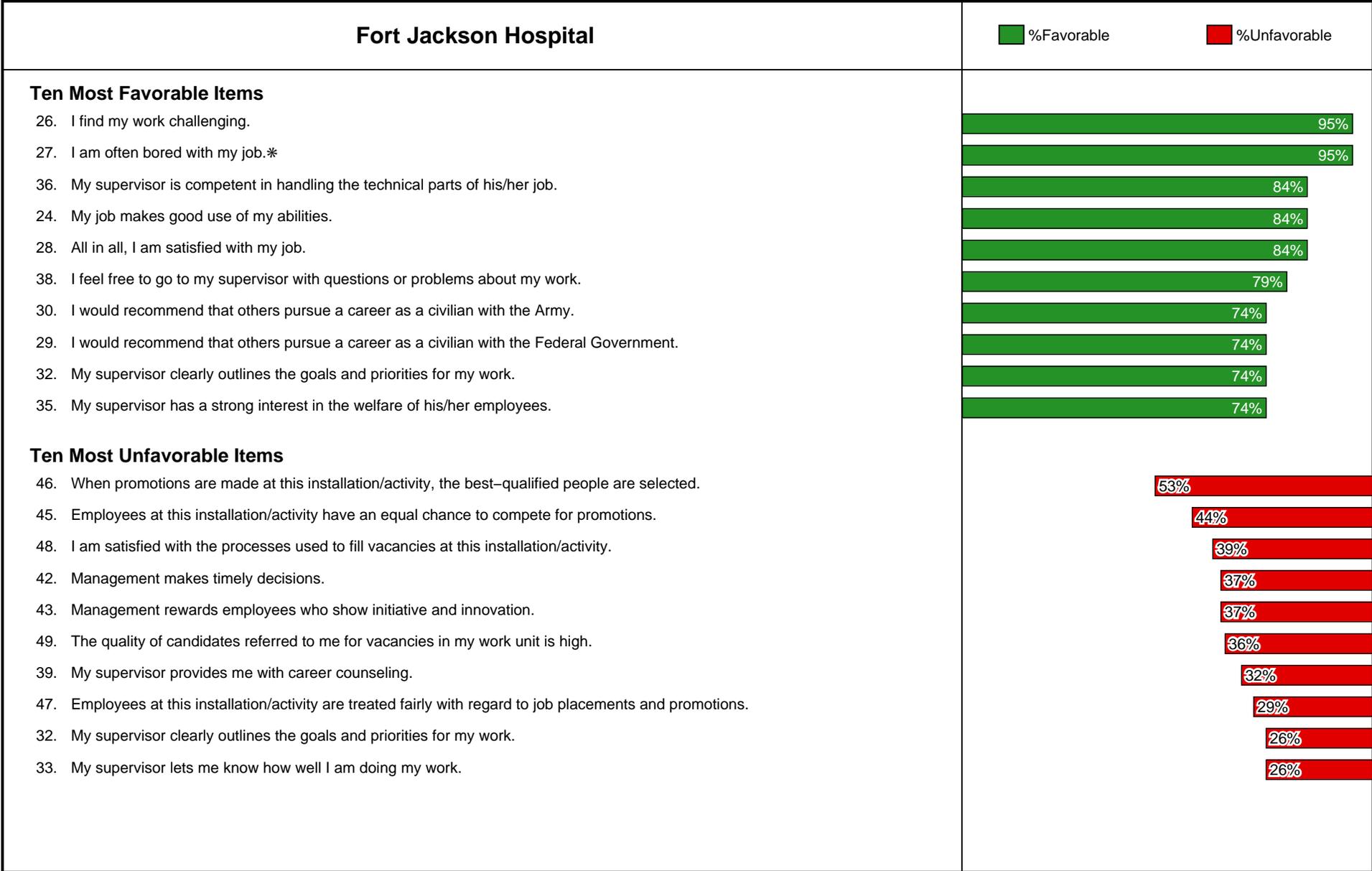
* Item is phrased in a negative manner.

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MEDCOM		 %Favorable  %Unfavorable
Ten Most Favorable Items		
26. I find my work challenging.	82%	
24. My job makes good use of my abilities.	79%	
27. I am often bored with my job.*	79%	
38. I feel free to go to my supervisor with questions or problems about my work.	79%	
36. My supervisor is competent in handling the technical parts of his/her job.	77%	
28. All in all, I am satisfied with my job.	73%	
29. I would recommend that others pursue a career as a civilian with the Federal Government.	69%	
33. My supervisor lets me know how well I am doing my work.	67%	
34. My supervisor gives me the support and backing I need to do my job well.	67%	
35. My supervisor has a strong interest in the welfare of his/her employees.	67%	
Ten Most Unfavorable Items		
48. I am satisfied with the processes used to fill vacancies at this installation/activity.		37%
39. My supervisor provides me with career counseling.		36%
46. When promotions are made at this installation/activity, the best-qualified people are selected.		32%
42. Management makes timely decisions.		31%
43. Management rewards employees who show initiative and innovation.		31%
49. The quality of candidates referred to me for vacancies in my work unit is high.		30%
47. Employees at this installation/activity are treated fairly with regard to job placements and promotions.		30%
45. Employees at this installation/activity have an equal chance to compete for promotions.		29%
25. I frequently think about quitting my job.*		28%
31. I would recommend that others pursue a career as a civilian with this organization.		24%

* Item is phrased in a negative manner.

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* Item is phrased in a negative manner.

Composite Summary

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable		
Satisfaction with Civilian Personnel Service					
Total Army	53%	24%	23%	↑3	7,343
MEDCOM	49%	26%	25%	↑1	674
Fort Jackson Hospital	56%	17%	26%	↑8	19
Satisfaction with Job *					
Total Army	76%	11%	12%	↑2	7,315
MEDCOM	74%	12%	14%	↑3	673
Fort Jackson Hospital	85%	5%	9%	↑11	19
Satisfaction with Career					
Total Army	61%	17%	22%	↑5	7,288
MEDCOM	61%	19%	20%	↑3	673
Fort Jackson Hospital	72%	12%	16%	↑15	19
Satisfaction with Immediate Supervisor					
Total Army	69%	14%	17%	0	7,286
MEDCOM	65%	16%	19%	0	672
Fort Jackson Hospital	68%	11%	22%	↑7	19
Satisfaction with Management					
Total Army	58%	20%	22%	0	7,264
MEDCOM	55%	20%	24%	↓3	668

* Composite includes reverse-scored items

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	■ = Favorable	■ = Neutral	■ = Unfavorable		
Satisfaction with Management Fort Jackson Hospital	52%	21%	27%	↓13	19
Satisfaction with Job Placement/Promotion System					
Total Army	49%	24%	27%	↓1	7,225
MEDCOM	41%	28%	32%	↓1	662
Fort Jackson Hospital	40%	20%	40%	↑16	18
Satisfaction with Amount of Authority					
Total Army	59%	30%	11%	↓1	7,229
MEDCOM	57%	31%	13%	↓1	666
Fort Jackson Hospital	47%	36%	17%	↓10	19
Satisfaction with Training and Development					
Total Army	65%	15%	20%	↓4	7,224
MEDCOM	61%	18%	21%	↓4	666
Fort Jackson Hospital	70%	11%	20%	↓21	19
Satisfaction with Awards and Recognition					
Total Army	54%	24%	22%	0	7,213
MEDCOM	46%	25%	29%	0	666
Fort Jackson Hospital	55%	18%	27%	↑5	19

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable		
Satisfaction with Fairness *					
Total Army	62%	23%	15%	↓1	7,090
MEDCOM	62%	23%	15%	↑1	652
Fort Jackson Hospital	67%	17%	16%	↑14	18
Satisfaction with Physical Conditions					
Total Army	72%	13%	15%	↓1	7,238
MEDCOM	70%	13%	17%	↓3	667
Fort Jackson Hospital	80%	11%	9%	↓20	19

* Composite includes reverse-scored items

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable		
Your Organization *					
Total Army	60%	18%	22%	--	5,998
MEDCOM	56%	19%	25%	--	552
Fort Jackson Hospital	54%	19%	27%	--	16
Performance Culture					
Total Army	71%	15%	14%	--	6,054
MEDCOM	69%	14%	17%	--	554
Fort Jackson Hospital	74%	9%	17%	--	16
Strategic Planning *					
Total Army	68%	15%	17%	--	6,394
MEDCOM	66%	17%	18%	--	588
Fort Jackson Hospital	75%	10%	15%	--	16
Customer Satisfaction					
Total Army	87%	9%	4%	--	6,867
MEDCOM	85%	10%	5%	--	633
Fort Jackson Hospital	80%	11%	9%	--	19

* Composite includes reverse-scored items

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents	
	■ = Favorable	■ = Neutral	■ = Unfavorable			
Diversity	Total Army	84%	10%	6%	↑1	7,176
	MEDCOM	81%	11%	8%	↑1	653
	Fort Jackson Hospital	76%	5%	18%	↓18	19

Item Detail

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Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
1. My immediate supervisor is:	Total Army		
	Military 28%	↓2	1,381
	Civilian 72%	↑2	3,481
	MEDCOM		
	Military 65%	↓2	295
	Civilian 35%	↑2	156
	Fort Jackson Hospital		
Military 82%	↓18	9	
Civilian 18%	↑18	2	

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N										
		5	4	3	2	1														
Satisfaction with Civilian Personnel Service	Total Army	53%	24%	23%																
	MEDCOM	49%	26%	25%																
	Fort Jackson Hospital	56%	17%	26%																
2. The personnel office keeps me informed about the status of personnel actions.	Total Army	53%	15%	31%																
	MEDCOM	49%	19%	32%																
	Fort Jackson Hospital	63%	11%	26%																
3. The staff who provides personnel services have a good understanding of my work unit's operation and mission.	Total Army	49%	20%	31%																
	MEDCOM	44%	22%	34%																
	Fort Jackson Hospital	47%	16%	37%																
4. The personnel office refers a reasonable number of candidates for vacancies.	Total Army	62%	20%	17%																
	MEDCOM	53%	24%	23%																
	Fort Jackson Hospital	50%	25%	25%																

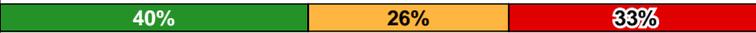
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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
5. The personnel office refers candidates for vacancies in a reasonable amount of time.	Total Army	46%	19%	35%	9	37	19	23	13	↑6	3.07	1.21	6,818
	MEDCOM	40%	20%	40%	8	31	20	25	16	↑4	2.92	1.24	605
	Fort Jackson Hospital	47%	24%	29%	6	41	24	18	12	↑34	3.12	1.17	17
6. The personnel office refers high quality candidates for vacancies.	Total Army	41%	31%	28%	7	34	31	19	9	↑3	3.11	1.07	6,838
	MEDCOM	38%	32%	31%	6	32	32	21	10	↑1	3.03	1.07	606
	Fort Jackson Hospital	41%	24%	35%	6	35	24	24	12	↑28	3.00	1.17	17
7. The personnel office treats people courteously.	Total Army	77%	14%	8%	25	52	14	5	3	↑1	3.91	0.94	7,176
	MEDCOM	74%	16%	10%	23	51	16	6	4	↓1	3.83	0.99	662
	Fort Jackson Hospital	74%	11%	16%	32	42	11	0	16	↑11	3.74	1.37	19
8. The personnel office keeps people informed (through automated or manual means) about important changes in personnel rules and benefits.	Total Army	64%	17%	19%	18	47	17	13	6	↑3	3.57	1.10	7,245
	MEDCOM	62%	16%	23%	18	43	16	15	8	↑2	3.50	1.17	666
	Fort Jackson Hospital	68%	21%	11%	26	42	21	0	11	↓7	3.74	1.19	19

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
9. I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need.	Total Army		17	38	17	18	10	↑4	3.34	1.23	7,223
	MEDCOM		16	36	19	18	11	↑2	3.29	1.24	667
	Fort Jackson Hospital		32	37	11	5	16	↑5	3.63	1.42	19
10. The staff of the personnel office acts with integrity.	Total Army		24	47	21	5	3	↑1	3.84	0.96	7,066
	MEDCOM		23	44	22	5	5	↑1	3.75	1.04	645
	Fort Jackson Hospital		32	37	11	5	16	↑5	3.63	1.42	19
11. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on processing personnel and pay actions (e.g., promotions, within-grade increases, tax withholding, benefits).	Total Army		20	44	17	12	7	↑1	3.59	1.13	7,101
	MEDCOM		19	44	17	12	8	↑2	3.54	1.16	650
	Fort Jackson Hospital		33	33	6	11	17	↑4	3.56	1.50	18

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
12. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on recruitment.	Total Army		11	35	25	20	9	↑6	3.19	1.14	6,757
	MEDCOM		10	33	24	23	10	↑5	3.11	1.15	599
	Fort Jackson Hospital		13	25	25	25	13	↓12	3.00	1.26	16
13. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on job classification.	Total Army		10	34	27	18	10	↑5	3.16	1.14	6,437
	MEDCOM		10	30	26	22	12	↑5	3.06	1.18	608
	Fort Jackson Hospital		18	41	0	12	29	↑9	3.06	1.60	17
14. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on advising on reorganizations.	Total Army		10	30	34	16	9	↑4	3.16	1.10	5,513
	MEDCOM		10	27	36	19	8	↑5	3.11	1.08	504
	Fort Jackson Hospital		14	29	21	14	21	↑10	3.00	1.41	14

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N									
		5	4	3	2	1													
15. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on handling reduction-in-force.	Total Army	40%	44%	15%															
	MEDCOM	33%	49%	18%															
	Fort Jackson Hospital	33%	33%	33%															
16. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on planning and projecting human resource needs.	Total Army	34%	38%	28%															
	MEDCOM	32%	39%	28%															
	Fort Jackson Hospital	50%	13%	38%															
17. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker's compensation.	Total Army	51%	22%	26%															
	MEDCOM	48%	24%	27%															
	Fort Jackson Hospital	68%	11%	21%															

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Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
18. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on discipline, complaints, and performance management.	Total Army	53%	29%	19%									
	MEDCOM	46%	30%	24%									
	Fort Jackson Hospital	63%	19%	19%									
19. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on training.	Total Army	52%	28%	20%									
	MEDCOM	48%	30%	22%									
	Fort Jackson Hospital	61%	17%	22%									
20. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on awards.	Total Army	55%	28%	17%									
	MEDCOM	48%	29%	23%									
	Fort Jackson Hospital	61%	22%	17%									

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
21. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on labor relations.	Total Army		14	40	31	9	6	↑2	3.47	1.02	5,991
	MEDCOM		13	34	34	12	7	↓4	3.35	1.07	567
	Fort Jackson Hospital		20	33	27	7	13	↓4	3.40	1.30	15
22. Overall, the quality of service given by the personnel office is:	Total Army		12	43	24	15	6	↑3	3.42	1.06	7,095
	MEDCOM		11	40	26	16	7	↑1	3.34	1.09	645
	Fort Jackson Hospital		18	29	24	12	18	↑4	3.18	1.38	17
23. Overall, the timeliness of service given by the personnel office is:	Total Army		11	39	23	19	9	↑5	3.23	1.14	7,104
	MEDCOM		10	34	26	18	11	0	3.13	1.17	658
	Fort Jackson Hospital		17	28	28	11	17	↑1	3.17	1.34	18

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	% Favorable % Neutral % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with Job*										
Total Army		35	41	11	9	4	↑2	3.96	0.83	7,315
MEDCOM		34	39	12	10	4	↑3	3.90	0.87	673
Fort Jackson Hospital		33	53	5	7	2	↑11	4.06	0.65	19
24. My job makes good use of my abilities.										
Total Army		36	47	7	7	3	↑1	4.04	1.01	7,301
MEDCOM		37	43	7	9	4	↓2	3.99	1.08	673
Fort Jackson Hospital		26	58	0	11	5	↓2	3.89	1.10	19
25. I frequently think about quitting my job.*										
Total Army		31	30	16	16	7	↑4	3.61	1.27	7,237
MEDCOM		27	26	19	19	8	↑3	3.44	1.30	663
Fort Jackson Hospital		32	37	11	16	5	↑25	3.74	1.24	19
26. I find my work challenging.										
Total Army		37	46	10	5	2	↑1	4.11	0.91	7,304
MEDCOM		36	46	10	6	2	↑2	4.09	0.94	671
Fort Jackson Hospital		32	63	5	0	0	↑9	4.26	0.56	19

* Composite includes reverse-scored items
* Item is phrased in a negative manner.

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
27. I am often bored with my job.*										
Total Army		43	36	11	7	2	↑5	4.10	1.01	7,248
MEDCOM		43	36	11	8	2	↑7	4.11	1.01	666
Fort Jackson Hospital		47	47	5	0	0	↑9	4.42	0.61	19
28. All in all, I am satisfied with my job.										
Total Army		30	46	13	8	3	0	3.92	1.02	7,302
MEDCOM		29	44	14	10	4	↓1	3.85	1.06	672
Fort Jackson Hospital		26	58	5	11	0	↑13	4.00	0.88	19

* Item is phrased in a negative manner.

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
Satisfaction with Career	Total Army	61%	17%	22%	19	41	17	14	8	↑5	3.49	1.10	7,288
	MEDCOM	61%	19%	20%	19	42	19	12	8	↑3	3.52	1.07	673
	Fort Jackson Hospital	72%	12%	16%	28	44	12	4	12	↑15	3.72	1.26	19
29. I would recommend that others pursue a career as a civilian with the Federal Government.													
	Total Army	66%	16%	18%	20	46	16	12	6	↑6	3.62	1.12	7,280
	MEDCOM	69%	16%	15%	21	48	16	9	5	↑5	3.70	1.07	673
	Fort Jackson Hospital	74%	11%	16%	37	37	11	5	11	↑17	3.84	1.30	19
30. I would recommend that others pursue a career as a civilian with the Army.													
	Total Army	59%	18%	23%	18	41	18	15	9	↑5	3.45	1.19	7,262
	MEDCOM	59%	20%	21%	19	40	20	13	8	↑2	3.48	1.18	670
	Fort Jackson Hospital	74%	11%	16%	32	42	11	5	11	↑11	3.79	1.27	19
31. I would recommend that others pursue a career as a civilian with this organization.													
	Total Army	56%	18%	25%	19	37	18	15	10	↑3	3.40	1.24	7,256
	MEDCOM	54%	22%	24%	17	37	22	14	10	0	3.37	1.21	671
	Fort Jackson Hospital	68%	16%	16%	16	53	16	0	16	↑18	3.53	1.26	19

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
Satisfaction with Immediate Supervisor	Total Army	69%	14%	17%	29	40	14	10	7	0	3.74	0.99	7,286
	MEDCOM	65%	16%	19%	27	38	16	11	8	0	3.66	1.03	672
	Fort Jackson Hospital	68%	11%	22%	25	43	11	9	13	↑7	3.58	1.20	19
32. My supervisor clearly outlines the goals and priorities for my work.													
	Total Army	65%	15%	20%	22	43	15	14	6	↓1	3.60	1.15	7,259
	MEDCOM	62%	15%	23%	21	41	15	16	7	↑1	3.53	1.18	669
	Fort Jackson Hospital	74%		26%	26	47	0	16	11	↑11	3.63	1.34	19
33. My supervisor lets me know how well I am doing my work.													
	Total Army	69%	14%	17%	25	45	14	11	6	↑1	3.71	1.13	7,266
	MEDCOM	67%	13%	20%	24	42	13	13	6	↑3	3.64	1.17	667
	Fort Jackson Hospital	68%		26%	16	53	5	11	16	↑18	3.42	1.35	19
34. My supervisor gives me the support and backing I need to do my job well.													
	Total Army	71%	13%	16%	31	40	13	9	7	0	3.80	1.17	7,267
	MEDCOM	67%	15%	19%	28	39	15	10	8	0	3.68	1.22	669
	Fort Jackson Hospital	58%	16%	26%	21	37	16	11	16	↓17	3.37	1.38	19

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
35. My supervisor has a strong interest in the welfare of his/her employees.	Total Army		33	37	15	8	7	↓1	3.82	1.17	7,246
	MEDCOM		29	38	17	7	8	↓1	3.73	1.19	666
	Fort Jackson Hospital		21	53	5	5	16	↓1	3.58	1.35	19
36. My supervisor is competent in handling the technical parts of his/her job.	Total Army		36	42	11	6	4	0	3.99	1.05	7,220
	MEDCOM		35	42	13	5	5	0	3.97	1.07	663
	Fort Jackson Hospital		32	53	5	0	11	↑21	3.95	1.18	19
37. My supervisor keeps me informed about matters affecting my job and me.	Total Army		27	42	15	10	6	↓1	3.73	1.15	7,242
	MEDCOM		26	38	19	10	7	↓2	3.66	1.16	665
	Fort Jackson Hospital		21	42	21	0	16	↑13	3.53	1.31	19
38. I feel free to go to my supervisor with questions or problems about my work.	Total Army		42	40	8	6	5	0	4.07	1.08	7,264
	MEDCOM		39	40	8	6	6	↑1	4.00	1.14	668
	Fort Jackson Hospital		47	32	5	11	5	↑16	4.05	1.22	19

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
39. My supervisor provides me with career counseling.										
Total Army		16	29	24	19	12	↑1	3.18	1.26	7,089
MEDCOM		13	24	27	20	16	↓2	2.98	1.27	641
Fort Jackson Hospital		16	26	26	16	16	↓8	3.11	1.33	19

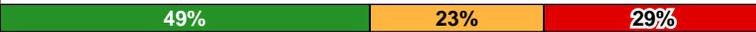
**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
Satisfaction with Management	Total Army	58%	20%	22%	17	41	20	15	8	0	3.44	1.01	7,264
	MEDCOM	55%	20%	24%	14	41	20	15	10	↓3	3.35	1.02	668
	Fort Jackson Hospital	52%	21%	27%	20	32	21	17	11	↓13	3.34	1.12	19
40. Management is competent.													
	Total Army	67%	17%	15%	20	47	17	10	5	↓1	3.67	1.08	7,237
	MEDCOM	65%	18%	17%	17	48	18	11	7	↓3	3.58	1.10	665
	Fort Jackson Hospital	74%	11%	16%	32	42	11	11	5	↓1	3.84	1.17	19
41. Management treats employees with respect and consideration.													
	Total Army	65%	16%	19%	21	44	16	12	7	0	3.61	1.15	7,235
	MEDCOM	66%	14%	20%	20	46	14	11	8	↓1	3.59	1.17	664
	Fort Jackson Hospital	68%	11%	21%	26	42	11	11	11	↓20	3.63	1.30	19
42. Management makes timely decisions.													
	Total Army	48%	23%	29%	13	35	23	20	9	0	3.22	1.18	7,222
	MEDCOM	46%	23%	31%	10	36	23	20	11	↓3	3.14	1.18	660
	Fort Jackson Hospital	42%	21%	37%	16	26	21	26	11	↓8	3.11	1.29	19

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
43. Management rewards employees who show initiative and innovation.	Total Army		15	36	22	17	10	↑1	3.30	1.21	7,162
	MEDCOM		13	35	22	18	13	0	3.16	1.24	656
	Fort Jackson Hospital		11	26	26	21	16	↓1	2.95	1.27	19
44. Management keeps employees informed.	Total Army		15	42	22	14	8	↓3	3.40	1.14	7,206
	MEDCOM		11	41	25	14	9	↓5	3.30	1.12	664
	Fort Jackson Hospital		16	21	37	16	11	↓38	3.16	1.21	19

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
Satisfaction with Job Placement/Promotion System	Total Army		11	38	24	18	9	↓1	3.25	0.97	7,225
	MEDCOM		7	34	28	20	12	↓1	3.04	0.97	662
	Fort Jackson Hospital		7	33	20	20	21	↑16	2.86	1.20	18
45. Employees at this installation/activity have an equal chance to compete for promotions.	Total Army		15	44	17	15	9	↓2	3.43	1.17	7,094
	MEDCOM		8	40	23	16	12	↓1	3.16	1.17	637
	Fort Jackson Hospital		11	28	17	17	28	↓4	2.78	1.44	18
46. When promotions are made at this installation/activity, the best-qualified people are selected.	Total Army		11	36	27	18	9	↓2	3.23	1.13	7,013
	MEDCOM		6	29	32	21	11	↓4	2.99	1.10	622
	Fort Jackson Hospital		7	27	13	33	20	↑4	2.67	1.29	15
47. Employees at this installation/activity are treated fairly with regard to job placements and promotions.	Total Army		13	39	25	16	8	↓2	3.34	1.13	7,028
	MEDCOM		7	36	28	18	11	↓3	3.09	1.12	623
	Fort Jackson Hospital		6	47	18	12	18	↑24	3.12	1.27	17

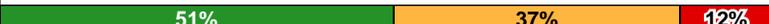
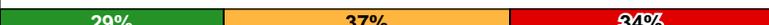
**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N					
		5	4	3	2	1									
48. I am satisfied with the processes used to fill vacancies at this installation/activity.	Total Army	43%	23%	34%			10	34	23	22	12	↑1	3.06	1.20	7,074
	MEDCOM	35%	28%	37%			6	29	28	22	16	0	2.88	1.17	639
	Fort Jackson Hospital	33%	28%	39%			6	28	28	17	22	↑20	2.78	1.26	18
49. The quality of candidates referred to me for vacancies in my work unit is high.	Total Army	45%	30%	26%			8	37	30	19	7	↑3	3.19	1.06	6,577
	MEDCOM	41%	29%	30%			7	35	29	20	9	↑1	3.09	1.09	572
	Fort Jackson Hospital	43%	21%	36%			7	36	21	21	14	↑30	3.00	1.24	14

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	■ % All I Need ■ % Some, but not enough ■ % None	Category Percents			Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		3	2	1				
Satisfaction with Amount of Authority								
Total Army	59% 30% 11%	59	30	11	↓1	2.48	0.43	7,229
MEDCOM	57% 31% 13%	57	31	13	↓1	2.44	0.46	666
Fort Jackson Hospital	47% 36% 17%	47	36	17	↓10	2.29	0.55	19
50. How much authority do you have to carry out writing or changing job descriptions (i.e., classifying jobs)?								
Total Army	49% 34% 18%	49	34	18	↓2	2.31	0.75	6,693
MEDCOM	49% 35% 16%	49	35	16	↑1	2.34	0.73	616
Fort Jackson Hospital	39% 50% 11%	39	50	11	↓18	2.28	0.67	18
51. How much authority do you have to carry out recruiting and selecting employees?								
Total Army	52% 38% 10%	52	38	10	0	2.41	0.67	6,868
MEDCOM	52% 35% 13%	52	35	13	↓1	2.38	0.71	628
Fort Jackson Hospital	50% 28% 22%	50	28	22	0	2.28	0.83	18
52. How much authority do you have to carry out changing the organizational structure of your work unit?								
Total Army	36% 36% 28%	36	36	28	↓3	2.08	0.80	6,725
MEDCOM	34% 36% 29%	34	36	29	↓5	2.05	0.80	614
Fort Jackson Hospital	33% 22% 44%	33	22	44	↓17	1.89	0.90	18

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % All I Need  % Some, but not enough  % None	Category Percents			Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		3	2	1				
53. How much authority do you have to carry out assigning work to subordinates?								
Total Army		85%	13%	2%	↓1	2.83	0.42	7,142
MEDCOM		81%	16%	3%	↑1	2.78	0.48	654
Fort Jackson Hospital		63%	21%	16%	↓12	2.47	0.77	19
54. How much authority do you have to carry out evaluating work performance?								
Total Army		84%	13%	3%	↓2	2.82	0.45	7,132
MEDCOM		83%	14%	3%	↓1	2.79	0.48	651
Fort Jackson Hospital		74%	21%	5%	↓14	2.68	0.58	19
55. How much authority do you have to carry out giving monetary and honorary performance awards?								
Total Army		51%	37%	12%	↑1	2.39	0.69	7,013
MEDCOM		47%	38%	15%	0	2.33	0.72	641
Fort Jackson Hospital		42%	47%	11%	↓15	2.32	0.67	19
56. How much authority do you have to carry out firing people?								
Total Army		33%	34%	33%	↑1	2.00	0.81	6,039
MEDCOM		29%	37%	34%	↓4	1.95	0.79	536
Fort Jackson Hospital		38%	19%	44%	↑21	1.94	0.93	16

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Fort Jackson Hospital**

Item Detail	% All I Need % Some, but not enough % None	Category Percents			Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		3	2	1					
57. How much authority do you have to carry out approving leave requests/controlling employee absences?	Total Army		86	11	3	↓1	2.83	0.45	7,088
	MEDCOM		82	12	6	0	2.76	0.55	655
	Fort Jackson Hospital		74	21	5	↑11	2.68	0.58	19
58. How much authority do you have to carry out taking disciplinary action?	Total Army		60	31	9	0	2.51	0.65	6,709
	MEDCOM		57	32	11	↓1	2.46	0.68	604
	Fort Jackson Hospital		37	58	5	↓6	2.32	0.58	19
59. How much authority do you have to carry out taking action to improve substandard performance?	Total Army		61	33	6	↓1	2.55	0.61	6,847
	MEDCOM		59	34	7	↓1	2.52	0.62	624
	Fort Jackson Hospital		44	28	28	↓19	2.17	0.86	18
60. How much authority do you have to carry out getting employees the training they need?	Total Army		52	40	8	↑1	2.44	0.64	7,079
	MEDCOM		46	43	10	↓4	2.36	0.66	652
	Fort Jackson Hospital		32	53	16	↓18	2.16	0.69	19

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	■ % All I Need ■ % Some, but not enough ■ % None	Category Percents			Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		3	2	1							
61. How much authority do you have to carry out changing work processes or methods?											
Total Army	<div style="display: flex; justify-content: space-between;"> </div>	55%	37%	8%	55	37	8	↓2	2.48	0.63	7,038
MEDCOM	<div style="display: flex; justify-content: space-between;"> </div>	53%	38%	8%	53	38	8	↓5	2.45	0.64	648
Fort Jackson Hospital	<div style="display: flex; justify-content: space-between;"> </div>	32%	63%	5%	32	63	5	↓31	2.26	0.56	19

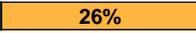
**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
Satisfaction with Training and Development	Total Army	65%	15%	20%	24	41	15	16	4	↓4	3.64	0.88	7,224
	MEDCOM	61%	18%	21%	21	40	18	17	3	↓4	3.57	0.88	666
	Fort Jackson Hospital	70%	11%	20%	21	48	11	20	0	↓21	3.70	0.79	19
62. I have had enough leadership training (e.g., directing subordinates, team building) to be an effective leader.	Total Army	80%	9%	11%	36	43	9	9	2	↓3	4.03	1.00	7,214
	MEDCOM	76%	11%	12%	31	46	11	10	2	↓2	3.92	1.01	666
	Fort Jackson Hospital	84%	16%		32	53	0	16	0	↓4	4.00	1.00	19
63. I have had enough training in civilian personnel administrative procedures.	Total Army	55%	18%	28%	18	37	18	22	5	↓5	3.40	1.16	7,184
	MEDCOM	52%	22%	27%	17	34	22	22	4	↓6	3.38	1.13	659
	Fort Jackson Hospital	67%	6%	28%	28	39	6	28	0	↓21	3.67	1.19	18
64. I am able to get timely and quality training for my subordinates.	Total Army	60%	19%	21%	17	42	19	17	5	↓2	3.51	1.10	7,096
	MEDCOM	55%	22%	23%	15	39	22	20	4	↓5	3.44	1.08	654
	Fort Jackson Hospital	58%	26%	16%	5	53	26	16	0	↓42	3.47	0.84	19

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
Satisfaction with Awards and Recognition	Total Army	54%	24%	22%	15	39	24	15	7	0	3.40	1.00	7,213
	MEDCOM	46%	25%	29%	12	34	25	20	9	0	3.21	1.01	666
	Fort Jackson Hospital	55%	18%	27%	11	45	18	16	11	↑5	3.22	1.15	19
65. When I do a good job, it is recognized.	Total Army	62%	19%	19%	19	43	19	13	6	↓1	3.55	1.12	7,190
	MEDCOM	56%	20%	24%	16	40	20	17	7	0	3.42	1.15	664
	Fort Jackson Hospital	74%		26%	11	63	0	16	11	↓1	3.47	1.22	19
66. When awards are given, they go to the people who earned them.	Total Army	53%	25%	22%	14	39	25	16	6	↑3	3.39	1.10	7,078
	MEDCOM	46%	26%	29%	9	36	26	21	8	↑4	3.19	1.11	643
	Fort Jackson Hospital	56%	22%	22%	17	39	22	11	11	↑18	3.39	1.24	18
67. Employees at this installation/activity are treated fairly with regard to awards.	Total Army	50%	25%	24%	14	37	25	17	7	↓1	3.32	1.12	6,981
	MEDCOM	39%	29%	32%	9	30	29	23	9	↓2	3.06	1.12	628
	Fort Jackson Hospital	56%	22%	22%	6	50	22	11	11	↑6	3.28	1.13	18

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
68. If I perform my job especially well, I will receive an award.										
Total Army	  	15	36	25	16	8	↓1	3.34	1.15	7,029
MEDCOM	  	13	31	26	20	10	↑1	3.16	1.19	636
Fort Jackson Hospital	  	11	26	26	26	11	↓1	3.00	1.20	19

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
Satisfaction with Fairness*	Total Army	62%	23%	15%	22	40	23	10	4	↓1	3.66	0.72	7,090
	MEDCOM	62%	23%	15%	21	41	23	10	5	↑1	3.63	0.72	652
	Fort Jackson Hospital	67%	17%	16%	28	40	17	7	9	↑14	3.68	0.80	18
69. Managers/supervisors deal effectively with reports of prejudice and discrimination.	Total Army	73%	16%	11%	25	47	16	8	3	↓2	3.84	1.00	6,569
	MEDCOM	69%	18%	13%	23	46	18	8	5	↓1	3.72	1.07	607
	Fort Jackson Hospital	71%	6%	24%	29	41	6	12	12	↓15	3.65	1.37	17
70. If I complained of discrimination, it would be held against me.*	Total Army	54%	26%	21%	17	36	26	14	6	0	3.45	1.12	6,476
	MEDCOM	54%	24%	21%	17	38	24	15	7	↑2	3.43	1.13	585
	Fort Jackson Hospital	65%	6%	29%	29	35	6	18	12	↑15	3.53	1.42	17
71. Non-minority employees often get preferential treatment over minority employees.*	Total Army	74%	20%	6%	31	43	20	4	2	0	3.96	0.93	6,828
	MEDCOM	73%	20%	7%	28	46	20	5	2	↑2	3.91	0.93	621
	Fort Jackson Hospital	71%	18%	12%	35	35	18	0	12	↑14	3.82	1.29	17

* Composite includes reverse-scored items
* Item is phrased in a negative manner.

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
72. Minority employees often get preferential treatment over non-minority employees.*	Total Army	51%	26%	23%									
	MEDCOM	53%	25%	22%									
	Fort Jackson Hospital	69%	19%	13%									
73. Male employees often get preferential treatment over female employees.*	Total Army	64%	24%	12%									
	MEDCOM	61%	24%	15%									
	Fort Jackson Hospital	59%	24%	18%									
74. Female employees often get preferential treatment over male employees.*	Total Army	59%	26%	15%									
	MEDCOM	64%	27%	9%									
	Fort Jackson Hospital	71%	29%										

* Item is phrased in a negative manner.

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
Satisfaction with Physical Conditions	Total Army	72%	13%	15%	21	51	13	10	4	↓1	3.74	0.85	7,238
	MEDCOM	70%	13%	17%	20	50	13	13	5	↓3	3.68	0.85	667
	Fort Jackson Hospital	80%	11%	9%	27	54	11	9	0	↓20	3.98	0.63	19
75. At this installation/activity, physical conditions (e.g., noise level, temperature, lighting, cleanliness) allow employees to perform their jobs well.													
	Total Army	69%	12%	20%	19	50	12	14	6	0	3.61	1.12	7,217
	MEDCOM	65%	12%	23%	18	47	12	16	7	↓4	3.52	1.17	665
	Fort Jackson Hospital	63%	16%	21%	21	42	16	21	0	↓37	3.63	1.07	19
76. Programs that encourage good health practices are supported here (e.g., fitness centers, health education programs).													
	Total Army	68%	16%	16%	21	47	16	12	4	↓1	3.68	1.06	7,159
	MEDCOM	66%	16%	18%	19	46	16	14	5	0	3.62	1.08	658
	Fort Jackson Hospital	84%	11%		21	63	11	5	0	↓16	4.00	0.75	19
77. Employees are protected from health and safety hazards on the job.													
	Total Army	80%	12%	8%	24	56	12	6	3	↓1	3.92	0.90	7,181
	MEDCOM	79%	11%	9%	23	56	11	7	2	↓3	3.92	0.90	661
	Fort Jackson Hospital	94%	6%		39	56	6	0	0	↓6	4.33	0.59	18

Supplemental Item Detail

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	% Favorable % Neutral % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Your Organization*									
Total Army	60% Favorable, 18% Neutral, 22% Unfavorable	15	45	18	15	7	3.46	0.68	5,998
MEDCOM	56% Favorable, 19% Neutral, 25% Unfavorable	13	43	19	17	8	3.35	0.73	552
Fort Jackson Hospital	54% Favorable, 19% Neutral, 27% Unfavorable	11	43	19	15	12	3.27	0.83	16
78. There is a good working relationship between civilian and military personnel.									
Total Army	77% Favorable, 12% Neutral, 11% Unfavorable	21	56	12	8	3	3.85	0.94	5,769
MEDCOM	67% Favorable, 14% Neutral, 19% Unfavorable	14	53	14	13	6	3.56	1.07	547
Fort Jackson Hospital	63% Favorable, 6% Neutral, 31% Unfavorable	13	50	6	13	19	3.25	1.39	16
79. There is a good working relationship between civilian/military personnel and contractors.									
Total Army	78% Favorable, 15% Neutral, 7% Unfavorable	18	60	15	5	2	3.88	0.81	5,591
MEDCOM	69% Favorable, 20% Neutral, 10% Unfavorable	12	57	20	6	4	3.68	0.91	521
Fort Jackson Hospital	67% Favorable, 20% Neutral, 13% Unfavorable	13	53	20	0	13	3.53	1.19	15
80. Civilians are made to feel that they are an important part of the Army team.									
Total Army	68% Favorable, 15% Neutral, 17% Unfavorable	18	50	15	12	4	3.65	1.05	5,937
MEDCOM	58% Favorable, 15% Neutral, 27% Unfavorable	14	44	15	18	8	3.37	1.18	547
Fort Jackson Hospital	44% Favorable, 31% Neutral, 25% Unfavorable	6	38	31	13	13	3.13	1.15	16

* Composite includes reverse-scored items

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable			Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
81. Civilian supervisors are concerned about civilian employee job satisfaction.	Total Army	77% Favorable, 14% Neutral, 9% Unfavorable			20	57	14	7	2	3.84	0.89	5,905
	MEDCOM	80% Favorable, 11% Neutral, 9% Unfavorable			20	60	11	7	2	3.89	0.87	532
	Fort Jackson Hospital	69% Favorable, 13% Neutral, 19% Unfavorable			19	50	13	13	6	3.63	1.15	16
82. Military supervisors are concerned about civilian employee job satisfaction.	Total Army	51% Favorable, 27% Neutral, 22% Unfavorable			12	39	27	15	7	3.34	1.09	5,272
	MEDCOM	47% Favorable, 22% Neutral, 30% Unfavorable			10	37	22	20	10	3.16	1.17	528
	Fort Jackson Hospital	25% Favorable, 19% Neutral, 56% Unfavorable			6	19	19	38	19	2.56	1.21	16
83. I am satisfied with the amount of involvement I have in decisions that affect my work.	Total Army	66% Favorable, 14% Neutral, 19% Unfavorable			20	47	14	15	5	3.62	1.10	5,953
	MEDCOM	64% Favorable, 13% Neutral, 23% Unfavorable			20	44	13	15	8	3.53	1.19	546
	Fort Jackson Hospital	73% Favorable, 0% Neutral, 27% Unfavorable			20	53	0	20	7	3.60	1.24	15
84. My work productivity is reduced by unnecessary rules and regulations.*	Total Army	28% Favorable, 26% Neutral, 46% Unfavorable			5	23	26	31	15	2.71	1.13	5,950
	MEDCOM	34% Favorable, 26% Neutral, 40% Unfavorable			5	29	26	28	13	2.86	1.12	543
	Fort Jackson Hospital	44% Favorable, 25% Neutral, 31% Unfavorable			6	38	25	25	6	3.13	1.09	16

* Item is phrased in a negative manner.

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	■ % Favorable ■ % Neutral ■ % Unfavorable			Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
85. There is good communication between work groups/work units in my organization.	Total Army	61%	19%	20%	12	49	19	16	4	3.49	1.03	5,933
	MEDCOM	53%	21%	26%	9	43	21	19	7	3.29	1.10	542
	Fort Jackson Hospital	63%	6%	31%	6	56	6	13	19	3.19	1.33	16
86. I feel my job is secure.	Total Army	59%	18%	23%	15	44	18	14	9	3.43	1.17	5,945
	MEDCOM	58%	19%	22%	16	42	19	14	8	3.44	1.16	543
	Fort Jackson Hospital	69%	25%	6%	19	50	25	6	0	3.81	0.83	16
87. My organization encourages creative solutions and new practices/ways of doing business.	Total Army	63%	19%	17%	17	46	19	12	6	3.58	1.08	5,939
	MEDCOM	59%	22%	19%	15	44	22	13	6	3.49	1.10	544
	Fort Jackson Hospital	56%	19%	25%	13	44	19	19	6	3.38	1.15	16
88. The amount of work I am expected to do is reasonable.	Total Army	64%	13%	23%	12	52	13	16	7	3.46	1.11	5,965
	MEDCOM	59%	15%	26%	11	47	15	18	8	3.35	1.15	548
	Fort Jackson Hospital	50%	19%	31%	6	44	19	13	19	3.06	1.29	16

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable			Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
89. I have sufficient resources (e.g., people, equipment and materials, budget) to get my job done.	Total Army	41%	14%	45%	7	33	14	29	16	2.87	1.24	5,959
	MEDCOM	39%	13%	47%	7	33	13	30	17	2.82	1.25	545
	Fort Jackson Hospital	50%	13%	38%	0	50	13	19	19	2.94	1.24	16
90. My work unit/work group is able to recruit people with the right skills.	Total Army	45%	26%	30%	7	38	26	21	8	3.13	1.09	5,684
	MEDCOM	39%	25%	35%	5	35	25	25	11	2.99	1.10	514
	Fort Jackson Hospital	38%	31%	31%	0	38	31	15	15	2.92	1.12	13
91. Compared to other organizations, how would you rate your organization as a place to work?	Total Army	59%	26%	14%	23	36	26	10	4	3.64	1.07	5,806
	MEDCOM	51%	30%	19%	18	33	30	13	6	3.43	1.11	532
	Fort Jackson Hospital	50%	38%	13%	25	25	38	6	6	3.56	1.15	16

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	% Favorable % Neutral % Unfavorable			Category Percents					Mean	Std Dev	Valid N
	5	4	3	2	1						
Performance Culture											
Total Army	71% 15% 14%			20	51	15	11	3	3.73	0.73	6,054
MEDCOM	69% 14% 17%			19	50	14	14	4	3.66	0.74	554
Fort Jackson Hospital	74% 9% 17%			20	54	9	13	4	3.75	0.85	16
92. Corrective actions are taken when employees do not meet performance standards.											
Total Army	47% 24% 29%			6	41	24	23	6	3.19	1.03	5,813
MEDCOM	43% 22% 35%			4	39	22	28	7	3.05	1.05	528
Fort Jackson Hospital	63% 13% 25%			13	50	13	13	13	3.38	1.26	16
93. My performance appraisal is a fair reflection of my performance.											
Total Army	79% 12% 8%			24	55	12	6	3	3.93	0.91	5,861
MEDCOM	81% 10% 9%			25	56	10	6	3	3.94	0.92	532
Fort Jackson Hospital	71% 7% 21%			14	57	7	21	0	3.64	1.01	14
94. I know what is expected of me on the job.											
Total Army	85% 8% 7%			29	56	8	5	2	4.06	0.85	6,023
MEDCOM	81% 10% 9%			28	53	10	7	1	3.99	0.90	550
Fort Jackson Hospital	88% 6% 6%			31	56	6	6	0	4.13	0.81	16

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	% Favorable % Neutral % Unfavorable			Category Percents					Mean	Std Dev	Valid N
	5	4	3	2	1						
Strategic Planning*											
Total Army	68% 15% 17%			19	49	15	13	4	3.66	0.73	6,394
MEDCOM	66% 17% 18%			18	48	17	14	4	3.62	0.74	588
Fort Jackson Hospital	75% 10% 15%			31	44	10	6	8	3.83	0.94	16
95. Managers communicate the organization's strategic mission, vision, and priorities.											
Total Army	66% 17% 17%			17	49	17	13	4	3.62	1.05	6,359
MEDCOM	62% 20% 18%			16	45	20	14	4	3.56	1.05	582
Fort Jackson Hospital	75% 13% 13%			38	38	13	6	6	3.94	1.18	16
96. Productivity in my work group/work unit is hurt by a lack of planning.*											
Total Army	48% 22% 30%			8	39	22	24	6	3.20	1.08	6,347
MEDCOM	47% 23% 30%			6	41	23	24	6	3.16	1.05	583
Fort Jackson Hospital	56% 19% 25%			13	44	19	13	13	3.31	1.25	16
97. I know how my work relates to my organization's mission and goals.											
Total Army	89% 7% 4%			32	57	7	3	1	4.16	0.75	6,372
MEDCOM	88% 7% 5%			30	58	7	4	1	4.13	0.78	586
Fort Jackson Hospital	94% 6% 0%			44	50	0	0	6	4.25	1.00	16

* Composite includes reverse-scored items
* Item is phrased in a negative manner.

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Customer Satisfaction									
Total Army	87% Favorable, 9% Neutral, 4% Unfavorable	38	49	9	3	1	4.21	0.60	6,867
MEDCOM	85% Favorable, 10% Neutral, 5% Unfavorable	37	48	10	4	1	4.17	0.60	633
Fort Jackson Hospital	80% Favorable, 11% Neutral, 9% Unfavorable	50	30	11	9	0	4.21	0.58	19
98. I clearly understand who my customer(s) is/are.									
Total Army	97% Favorable, 2% Neutral, 1% Unfavorable	55	41	2	1	0	4.50	0.62	6,799
MEDCOM	97% Favorable, 2% Neutral, 1% Unfavorable	56	41	1	1	0	4.52	0.60	621
Fort Jackson Hospital	100% Favorable	83	17	0	0	0	4.83	0.38	18
99. Products and services in my work group/work unit are improved based on customer input.									
Total Army	80% Favorable, 14% Neutral, 6% Unfavorable	29	50	14	5	1	4.01	0.86	6,716
MEDCOM	75% Favorable, 17% Neutral, 8% Unfavorable	25	50	17	7	1	3.91	0.88	617
Fort Jackson Hospital	68% Favorable, 11% Neutral, 21% Unfavorable	32	37	11	21	0	3.79	1.13	19
100. Customers are satisfied with the products and services my work group/work unit provides.									
Total Army	86% Favorable, 11% Neutral, 3% Unfavorable	29	56	11	3	1	4.11	0.74	6,740
MEDCOM	83% Favorable, 12% Neutral, 5% Unfavorable	29	54	12	4	1	4.07	0.79	622
Fort Jackson Hospital	74% Favorable, 21% Neutral, 5% Unfavorable	37	37	21	5	0	4.05	0.91	19

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
Diversity	Total Army		36	49	10	4	2	↑1	4.12	0.79	7,176
	MEDCOM		33	48	11	5	2	↑1	4.05	0.83	653
	Fort Jackson Hospital		32	45	5	8	11	↓18	3.79	1.25	19
101. Managers/supervisors/team leaders work well with employees of different backgrounds.	Total Army		28	57	10	4	2	0	4.05	0.82	7,140
	MEDCOM		27	54	11	5	2	↑1	3.99	0.90	647
	Fort Jackson Hospital		26	47	11	5	11	↓26	3.74	1.24	19
102. Discrimination (on the basis of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation) is not tolerated here.	Total Army		44	41	10	4	2	↑1	4.20	0.91	7,106
	MEDCOM		39	43	11	6	2	↑3	4.11	0.94	645
	Fort Jackson Hospital		37	42	0	11	11	↓9	3.84	1.34	19

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Harassment			
103. During the last 12 months, have you been harassed (e.g., on the basis of your gender, race, national origin, religion, age, cultural background, disability, sexual orientation) while working for the Army?			
Total Army			
Yes	6%	↑1	435
No	94%	↓1	6,743
MEDCOM			
Yes	9%	↑1	57
No	91%	↓1	597
Fort Jackson Hospital			
Yes	16%	↓9	3
No	84%	↑9	16
104. If you were harassed, did you report the incident?			
Total Army			
Yes	9%	↑6	47
No	91%	↓6	448
MEDCOM			
Yes	17%	↑17	8
No	83%	↓17	38
Fort Jackson Hospital			
Yes	Insufficient Data	--	0
No	Insufficient Data	--	1
105. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)			
Total Army			
Yes	6%	↓2	8
No	63%	↑5	80
Don't Know	31%	↓3	39

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
105. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)	<div style="margin-left: 20px;"> <p>MEDCOM</p> <p>Yes 0%</p> <p>No  60%</p> <p>Don't Know  40%</p> </div> <div style="margin-left: 20px; margin-top: 10px;"> <p>Fort Jackson Hospital</p> <p>Yes Insufficient Data</p> <p>No Insufficient Data</p> <p>Don't Know Insufficient Data</p> </div>	<p>↓17</p> <p>↓7</p> <p>↑23</p> <p>—</p> <p>—</p> <p>—</p>	<p>0</p> <p>6</p> <p>4</p> <p>0</p> <p>0</p> <p>0</p>

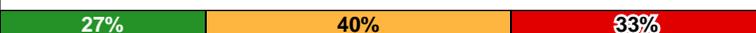
**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Army Knowledge Online (AKO)			
106. How frequently do you access Army Knowledge Online (AKO)?			
Total Army			
Once a month or less often	42%	---	3,006
2–3 times a month	18%	---	1,298
1–2 times a week	14%	---	1,019
3–4 times a week	8%	---	553
Almost every day	10%	---	744
Does not apply – I do not access AKO	8%	---	562
MEDCOM			
Once a month or less often	44%	---	288
2–3 times a month	19%	---	122
1–2 times a week	15%	---	96
3–4 times a week	6%	---	42
Almost every day	6%	---	42
Does not apply – I do not access AKO	10%	---	66
Fort Jackson Hospital			
Once a month or less often	58%	---	11
2–3 times a month	11%	---	2
1–2 times a week	16%	---	3
3–4 times a week	0%	---	0
Almost every day	11%	---	2
Does not apply – I do not access AKO	5%	---	1
107. How easy or difficult is it for you to navigate the AKO web site?			
Total Army			
Very difficult	4%	---	245
Difficult	13%	---	872
Neither easy nor difficult	31%	---	2,055
Easy	33%	---	2,161
Very easy	12%	---	799
Not sure – I do not use AKO very often	7%	---	489

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
107. How easy or difficult is it for you to navigate the AKO web site?			
MEDCOM			
Very difficult	5%	---	32
Difficult	12%	---	73
Neither easy nor difficult	28%	---	167
Easy	34%	---	200
Very easy	11%	---	63
Not sure – I do not use AKO very often	9%	---	56
Fort Jackson Hospital			
Very difficult	0%	---	0
Difficult	17%	---	3
Neither easy nor difficult	17%	---	3
Easy	44%	---	8
Very easy	11%	---	2
Not sure – I do not use AKO very often	11%	---	2
108. Have you arranged to have your AKO emails forwarded?			
Total Army			
No	4%	---	211
No, I did not know I could do that	17%	---	895
Yes, to my home or personal email address	3%	---	137
Yes, to my work site email address	76%	---	3,937
MEDCOM			
No	6%	---	25
No, I did not know I could do that	31%	---	130
Yes, to my home or personal email address	2%	---	8
Yes, to my work site email address	61%	---	260
Fort Jackson Hospital			
No	8%	---	1
No, I did not know I could do that	77%	---	10
Yes, to my home or personal email address	8%	---	1
Yes, to my work site email address	8%	---	1

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Army Civilian Personnel OnLine (CPOL) Applications										
109. Fully Automated System for Classification (FASCLASS) contains a sufficient range of position descriptions such that I can find one that describes the work in my organization.										
Total Army		11	47	25	12	5	--	3.47	1.00	5,287
MEDCOM		13	46	23	13	4	--	3.51	1.02	494
Fort Jackson Hospital		7	64	0	21	7	--	3.43	1.16	14
110. I have been well trained by the personnel office to classify jobs in my work unit/work group.										
Total Army		5	18	25	34	19	--	2.56	1.12	5,960
MEDCOM		5	16	22	39	19	--	2.47	1.10	551
Fort Jackson Hospital		0	27	40	13	20	--	2.73	1.10	15
111. I find the information in the Personnel and Management Information Support System (PERMISS) useful.										
Total Army		9	37	41	9	4	↓19	3.37	0.92	4,445
MEDCOM		10	38	38	11	3	↓13	3.40	0.91	406
Fort Jackson Hospital		7	60	20	13	0	↑17	3.60	0.83	15

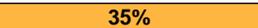
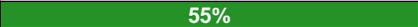
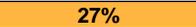
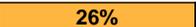
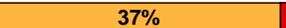
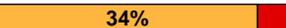
**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
112. Automated tracking tools (e.g., Army Regional Tools, SF-50 Tracker) make it easy to track the status of my personnel actions.	Total Army		7	33	39	13	8	↓12	3.17	1.01	4,178
	MEDCOM		8	28	39	16	9	↓11	3.09	1.06	367
	Fort Jackson Hospital		8	46	38	0	8	--	3.46	0.97	13
113. I am satisfied with the quality of candidates generated by RESUMIX.	Total Army		4	30	32	22	12	↓6	2.91	1.08	5,797
	MEDCOM		4	28	34	22	13	↓16	2.88	1.07	496
	Fort Jackson Hospital		0	13	53	27	7	--	2.73	0.80	15

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
114. Compared to five years ago, the quality of candidates for jobs in my work group/work unit is:			
Total Army			
Worse	 21%	--	1,408
About the same	 63%	--	4,342
Better	 16%	--	1,118
MEDCOM			
Worse	 19%	--	116
About the same	 64%	--	390
Better	 17%	--	106
Fort Jackson Hospital			
Worse	 17%	--	3
About the same	 72%	--	13
Better	 11%	--	2

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N					
		5	4	3	2	1									
Family Friendly Flexibilities (Importance)															
115a. How important is telework/telecommuting to you?															
Total Army	 31%	 32%	 36%			36	14	17	21	11	--	3.43	1.43	7,150	
MEDCOM	 35%	 35%	 30%			30	17	18	23	13	--	3.29	1.42	652	
Fort Jackson Hospital	 61%		 33%			 6%	6	39	22	28	6	--	3.11	1.08	18
116a. How important are alternative work schedules to you?															
Total Army	 55%		 27%		 18%	18	32	22	19	8	--	3.34	1.21	7,146	
MEDCOM	 56%		 26%		 19%	19	34	21	18	8	--	3.38	1.20	654	
Fort Jackson Hospital	 63%		 16%		 21%	21	42	21	16	0	--	3.68	1.00	19	
117a. How important are child care subsidies to you?															
Total Army	 17%	 14%	 69%			69	9	8	10	5	--	4.28	1.23	7,103	
MEDCOM	 19%	 14%	 67%			67	10	9	9	5	--	4.26	1.21	650	
Fort Jackson Hospital	 11%	 6%	 83%			83	11	0	6	0	--	4.72	0.75	18	
118a. How important are employee assistance programs to you?															
Total Army	 38%		 37%		 25%	25	18	20	23	14	--	3.19	1.39	7,073	
MEDCOM	 38%		 34%		 28%	28	19	19	21	13	--	3.30	1.40	650	
Fort Jackson Hospital	 33%		 33%		 33%	33	17	17	28	6	--	3.44	1.38	18	

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	% Favorable % Neutral % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
119a. How important are health and wellness programs to you?										
Total Army	62% 29% 9%	9	37	25	18	10	--	3.17	1.14	7,082
MEDCOM	64% 29% 7%	7	39	25	16	12	--	3.12	1.15	644
Fort Jackson Hospital	74% 21% 5%	5	53	21	11	11	--	3.32	1.11	19
120a. How important are support groups to you?										
Total Army	27% 35% 37%	37	14	13	20	15	--	3.38	1.52	7,111
MEDCOM	33% 35% 33%	33	18	14	20	14	--	3.35	1.47	643
Fort Jackson Hospital	37% 32% 32%	32	26	11	21	11	--	3.47	1.43	19
121a. How important are elder care programs to you?										
Total Army	25% 31% 44%	44	13	13	17	13	--	3.56	1.51	7,065
MEDCOM	28% 29% 44%	44	14	13	18	11	--	3.63	1.45	642
Fort Jackson Hospital	32% 16% 53%	53	5	26	11	5	--	3.89	1.33	19

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Family Friendly Flexibilities (Availability)			
115b. Is telework/telecommuting available to you?			
Total Army			
Yes	22%	---	1,554
No	59%	---	4,251
Don't Know	19%	---	1,363
MEDCOM			
Yes	22%	---	141
No	57%	---	374
Don't Know	21%	---	139
Fort Jackson Hospital			
Yes	42%	---	8
No	32%	---	6
Don't Know	26%	---	5
116b. Are alternative work schedules available to you?			
Total Army			
Yes	54%	↓4	3,848
No	39%	↑3	2,818
Don't Know	7%	↑1	499
MEDCOM			
Yes	44%	↓8	287
No	49%	↑10	323
Don't Know	7%	↓3	45
Fort Jackson Hospital			
Yes	5%	↓20	1
No	79%	↑4	15
Don't Know	16%	↑16	3

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
117b. Are child care subsidies available to you?	Total Army		
	Yes	8%	---
	No	42%	---
	Don't Know	49%	---
	MEDCOM		
	Yes	6%	---
	No	41%	---
	Don't Know	53%	---
	Fort Jackson Hospital		
	Yes	6%	---
	No	38%	---
	Don't Know	56%	---
118b. Are employee assistance programs available to you?	Total Army		
	Yes	56%	---
	No	9%	---
	Don't Know	35%	---
	MEDCOM		
	Yes	48%	---
	No	9%	---
	Don't Know	43%	---
	Fort Jackson Hospital		
	Yes	47%	---
	No	16%	---
	Don't Know	37%	---
119b. Are health and wellness programs available to you?	Total Army		
	Yes	67%	---
	No	15%	---
	Don't Know	18%	---

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
119b. Are health and wellness programs available to you?			
MEDCOM			
Yes	65%	---	427
No	15%	---	99
Don't Know	19%	---	127
Fort Jackson Hospital			
Yes	79%	---	15
No	16%	---	3
Don't Know	5%	---	1
120b. Are support groups available to you?			
Total Army			
Yes	36%	---	2,478
No	14%	---	968
Don't Know	50%	---	3,506
MEDCOM			
Yes	39%	---	250
No	14%	---	88
Don't Know	47%	---	305
Fort Jackson Hospital			
Yes	53%	---	10
No	16%	---	3
Don't Know	32%	---	6
121b. Are elder care programs available to you?			
Total Army			
Yes	11%	---	756
No	25%	---	1,756
Don't Know	65%	---	4,604
MEDCOM			
Yes	8%	---	52
No	22%	---	141
Don't Know	70%	---	453

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N								
121b. Are elder care programs available to you? Fort Jackson Hospital	<table border="1" style="display: none;"> <caption>Survey Results for Fort Jackson Hospital</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>5%</td> </tr> <tr> <td>No</td> <td>21%</td> </tr> <tr> <td>Don't Know</td> <td>74%</td> </tr> </tbody> </table>	Response	Percentage	Yes	5%	No	21%	Don't Know	74%	--- --- ---	1 4 14
Response	Percentage										
Yes	5%										
No	21%										
Don't Know	74%										

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Career/Retirement Plans 122. I am willing to relocate geographically for a promotion.										
	Total Army	49%	16%	35%						
	MEDCOM	44%	16%	40%						
	Fort Jackson Hospital	44%	17%	39%						

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
<p>123. Select the response that best matches your career plans:</p> <p style="text-align: center;">Total Army</p> <p>I intend to look for other employment outside the Army. 14%</p> <p>I intend to look for other employment within the Army. 22%</p> <p>I intend to stay in my current organization. 64%</p> <p style="text-align: center;">MEDCOM</p> <p>I intend to look for other employment outside the Army. 17%</p> <p>I intend to look for other employment within the Army. 16%</p> <p>I intend to stay in my current organization. 67%</p> <p style="text-align: center;">Fort Jackson Hospital</p> <p>I intend to look for other employment outside the Army. 5%</p> <p>I intend to look for other employment within the Army. 21%</p> <p>I intend to stay in my current organization. 74%</p>			
<p>124. How long do you expect to continue working for your organization?</p> <p style="text-align: center;">Total Army</p> <p>More than 5 years 36%</p> <p>4 – 5 years 19%</p> <p>1 – 3 years 35%</p> <p>Less than 1 year 10%</p> <p style="text-align: center;">MEDCOM</p> <p>More than 5 years 40%</p> <p>4 – 5 years 20%</p> <p>1 – 3 years 30%</p> <p>Less than 1 year 10%</p> <p style="text-align: center;">Fort Jackson Hospital</p> <p>More than 5 years 53%</p> <p>4 – 5 years 16%</p> <p>1 – 3 years 26%</p> <p>Less than 1 year 5%</p>			

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
125. Select the response that best matches your retirement plans:			
Total Army			
I plan to leave before retirement	2%	---	177
I am undecided about staying beyond my retirement eligibility date.	30%	---	2,160
I plan to stay beyond my retirement eligibility date.	31%	---	2,191
I would take an early out if offered.	16%	---	1,169
I plan to retire as soon as eligible.	21%	---	1,485
MEDCOM			
I plan to leave before retirement	5%	---	33
I am undecided about staying beyond my retirement eligibility date.	32%	---	213
I plan to stay beyond my retirement eligibility date.	27%	---	179
I would take an early out if offered.	15%	---	100
I plan to retire as soon as eligible.	20%	---	133
Fort Jackson Hospital			
I plan to leave before retirement	0%	---	0
I am undecided about staying beyond my retirement eligibility date.	32%	---	6
I plan to stay beyond my retirement eligibility date.	42%	---	8
I would take an early out if offered.	11%	---	2
I plan to retire as soon as eligible.	16%	---	3
126. I plan to retire in:			
Total Army			
More than 5 years	60%	---	4,218
4 – 5 years	18%	---	1,268
1 – 3 years	18%	---	1,232
Less than 1 year	4%	---	269
MEDCOM			
More than 5 years	68%	---	423
4 – 5 years	16%	---	100
1 – 3 years	14%	---	87
Less than 1 year	3%	---	16
Fort Jackson Hospital			
More than 5 years	68%	---	13
4 – 5 years	16%	---	3
1 – 3 years	16%	---	3
Less than 1 year	0%	---	0

**Civilian Supervisors – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N																																												
Feedback on Survey Results																																															
127. I got my command or installation results from the last Army Civilian Attitude Survey (2001).	<table border="1" style="display: none;"> <caption>Data for Item 127: I got my command or installation results from the last Army Civilian Attitude Survey (2001).</caption> <thead> <tr> <th>Organization</th> <th>Response</th> <th>Percentage</th> <th>Pct Diff from 2001</th> <th>Valid N</th> </tr> </thead> <tbody> <tr><td rowspan="3">Total Army</td><td>Yes</td><td>26%</td><td>--</td><td>1,873</td></tr> <tr><td>No</td><td>43%</td><td>--</td><td>3,064</td></tr> <tr><td>Don't Know</td><td>31%</td><td>--</td><td>2,256</td></tr> <tr><td rowspan="3">MEDCOM</td><td>Yes</td><td>19%</td><td>--</td><td>126</td></tr> <tr><td>No</td><td>50%</td><td>--</td><td>332</td></tr> <tr><td>Don't Know</td><td>31%</td><td>--</td><td>203</td></tr> <tr><td rowspan="3">Fort Jackson Hospital</td><td>Yes</td><td>16%</td><td>--</td><td>3</td></tr> <tr><td>No</td><td>63%</td><td>--</td><td>12</td></tr> <tr><td>Don't Know</td><td>21%</td><td>--</td><td>4</td></tr> </tbody> </table>			Organization	Response	Percentage	Pct Diff from 2001	Valid N	Total Army	Yes	26%	--	1,873	No	43%	--	3,064	Don't Know	31%	--	2,256	MEDCOM	Yes	19%	--	126	No	50%	--	332	Don't Know	31%	--	203	Fort Jackson Hospital	Yes	16%	--	3	No	63%	--	12	Don't Know	21%	--	4
Organization	Response	Percentage	Pct Diff from 2001	Valid N																																											
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128. My organization has taken action based on results from the last Army Civilian Attitude Survey (2001).	<table border="1" style="display: none;"> <caption>Data for Item 128: My organization has taken action based on results from the last Army Civilian Attitude Survey (2001).</caption> <thead> <tr> <th>Organization</th> <th>Response</th> <th>Percentage</th> <th>Pct Diff from 2001</th> <th>Valid N</th> </tr> </thead> <tbody> <tr><td rowspan="3">Total Army</td><td>Yes</td><td>11%</td><td>--</td><td>777</td></tr> <tr><td>No</td><td>18%</td><td>--</td><td>1,300</td></tr> <tr><td>Don't Know</td><td>71%</td><td>--</td><td>5,105</td></tr> <tr><td rowspan="3">MEDCOM</td><td>Yes</td><td>7%</td><td>--</td><td>46</td></tr> <tr><td>No</td><td>16%</td><td>--</td><td>106</td></tr> <tr><td>Don't Know</td><td>77%</td><td>--</td><td>503</td></tr> <tr><td rowspan="3">Fort Jackson Hospital</td><td>Yes</td><td>16%</td><td>--</td><td>3</td></tr> <tr><td>No</td><td>16%</td><td>--</td><td>3</td></tr> <tr><td>Don't Know</td><td>68%</td><td>--</td><td>13</td></tr> </tbody> </table>			Organization	Response	Percentage	Pct Diff from 2001	Valid N	Total Army	Yes	11%	--	777	No	18%	--	1,300	Don't Know	71%	--	5,105	MEDCOM	Yes	7%	--	46	No	16%	--	106	Don't Know	77%	--	503	Fort Jackson Hospital	Yes	16%	--	3	No	16%	--	3	Don't Know	68%	--	13
Organization	Response	Percentage	Pct Diff from 2001	Valid N																																											
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